

One Utah Child Care System Frequently Asked Questions

Note: This information is updated frequently. Please check regularly for updates.

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GENERAL

What is One Utah Child Care?

One Utah Child Care is a temporary, emergency child care system available to healthcare workers and first responders during COVID-19. These essential employees can receive free child care through the One Utah Child Care system at sites operating with Emergency Child Care approval from Utah Child Care Licensing. All sites participating in One Utah Child Care are serving only these employees.

Who will the One Utah Child Care system serve?

The One Utah Child Care system serves the child care needs of essential employees during the COVID-19 outbreak. Although there are many sectors that include "essential employees," the two priority sectors for the One Utah Child Care system are:

- Health Care and Public Health
- Law Enforcement, Public Safety and First Responders

For "essential employees" that fall outside of these two sectors, Utah's existing child care system is available to meet the needs of those employees. Families should contact careaboutchildcare.utah.gov for assistance in locating an available child care program.

When will One Utah Child Care sites be open?

One Utah Child Care will be open Monday thru Friday from 7 a.m. to 6 p.m.

Who pays for the child care services provided through the One Utah Child Care system?

The Utah Office of Child Care is administering the One Utah Child Care system by funding the providers that participate and agree to the terms of operation. Families receiving care through One Utah Child Care will not pay for services.

PARENTS

What are the program requirements to receive child care through One Utah Child Care system?

Please visit the [Essential Employee / Parent Overview](#) to read about the specific requirements for One Utah Child Care programs. This document provides all program details.

I don't qualify as an essential employee for the One Utah Child Care system, but I am still required to report to work. How do I access child care for my family?

First, families are encouraged to seek care from friends, families and other contacts in your community during this time. If you are unable to obtain care through any of these types of arrangements, contact Care About Childcare at careaboutchildcare.utah.gov for assistance finding a child care provider. If you don't have access to the internet, please call 1-800-670-1552.

Additionally, Workforce Services provides child care assistance to working families to help offset the cost of child care. To apply online, go to jobs.utah.gov/mycase.

I qualify as an essential employee for the One Utah Child Care program but currently pay for child care at a licensed child care program. Should I withdraw my child from that program and utilize One Utah Child Care.

Parents are encouraged to keep their children in their current child care program for several reasons. One Utah Child Care is primarily established to address the needs of school-age children now that schools are closed. Although there are some One Utah Child Care sites that are serving younger children, most are serving only school-age children so finding a site to meet your needs may be difficult. Additionally, at a time of

uncertainty and change for children, it is important to maintain continuity of care for them by keeping them in the environment they are most secure in. Finally, the One Utah Child Care sites are temporary. By removing your child from their child care program, you may lose your child care slot with your existing provider when the One Utah Child Care sites close.

Can I bring all of my children to a One Utah Child Care site?

The goal is to connect families to One Utah Child Care sites that can serve all of their children at one location. However, some sites are serving children of specific ages and may not be able to accommodate all children. Also, the number of children who can be cared for at a One Utah Child Care site is limited — a maximum of 24 children. As a result, there may not be available capacity at a family's preferred site to accommodate all children.

I do not work during the times One Utah Child Care sites are open. Are there any other child care options for my family?

Families needing child care outside the One Utah Child Care hours are encouraged to contact Care About Childcare at careaboutchildcare.utah.gov for assistance in finding a child care provider. If you don't have access to the Internet, please call 1-800-670-1552.

Additionally, the One Utah Child Care system maintains a list of individuals who have completed and passed a background check, have training in early childhood care and education and are available to provide child care in the homes of essential employees. You will need to negotiate private arrangements, contracts and compensation if you choose to hire a caregiver to work in your home. The One Utah Child Care system does not cover the costs of this care type.

I live in Salt Lake County, but work in a different county. Are there locations available closer to where I work?

The One Utah Child Care system has sites in various locations throughout the state. You will receive a link to a map that will indicate the One Utah Child Care locations. The map will be updated on a regular basis as new sites are added to One Utah Child Care system.

As an essential employee, reducing my exposure and my children's exposure to COVID-19 is extremely important. What health and safety measures are One Utah Child Care sites implementing to reduce transmission of COVID-19?

All One Utah Child Care sites are limited to no more than 24 children that are cared for in groups of no more than 8 children with two caregivers. These small groups will help to reduce the spread of COVID-19. In addition to limiting the maximum number of children able to be cared for at a single site, the Department of Health imposed new safety protocols that will apply to One Utah Child Care sites:

Daily screenings for the following signs:

- Fever
- Cough
- Shortness of breath

Adults and children presenting any of these symptoms must not enter the facility and contact their health provider to determine if the symptoms they are experiencing are related to COVID-19 or any other illness.

Daily health and social practices:

- All individuals, including visitors are required to wash hands with soap and running water upon arrival.
- Enrolled children are met at the entrance and parents or other individuals dropping off or picking up the children are not permitted to enter the facility, unless necessary.
- Surfaces and areas that are used and touched often must be cleaned and sanitized after each use or at least twice per day.

Am I required to provide meals and snacks (e.g., sack lunch) for my child(ren)?

It depends on the site. Some One Utah Child Care locations will provide meals to children. At this time, information on which sites will be providing food is not available. At sites not providing food, parents will need to bring lunch and snacks for their children.

What supplies do my child(ren) need to bring with them each day?

The Office of Child Care has prepared a list of supplies for parents to bring with their children. The list is available at jobs.utah.gov/covid19.

If I no longer need child care through the One Utah Child Care system, who should I contact?

Contact occspecialist@utah.gov and let us know you no longer need care.

PROVIDERS

What are the program requirements to participate in the One Utah Child Care system?

Please review the [One Utah Child Care Provider Overview](#) to read about the specific requirements for One Utah Child Care programs. This document provides all program details.

Does my program need to have Emergency Child Care (ECC) approval to participate in One Utah Child Care?

Yes. Please visit the frequently asked questions for providers at jobs.utah.gov/covid19 for more information about ECC approvals. You may contact your licensor or Child Care Licensing at 888-287-3704 if you have any further questions on the ECC requirements of your program.

The One Utah Child Care system requires a ratio of one caregiver to four children. I am worried I will not be able to afford providing this service at this low ratio.

Why are these sites required to operate at this ratio?

These requirements have been put in place to help reduce the spread of COVID-19. In One Utah Child Care sites, it is necessary to reduce the number of people coming in and out of a room. To ensure the children are never left alone during the day and to reduce the likelihood of another individual coming into the classroom, One Utah Child Care sites must have two caregivers for each group of eight (8) children. The stipend programs will receive to participate in the One Utah Child Care system is sufficient to cover these costs.

Can I close my child care program and re-open as a One Utah Child Care site to get the funding through that system?

Child care providers should give very careful thought about the decision to close their program during this time with the expectation that they will be an approved One Utah Child Care site. There is no guarantee that a program that closes and applies to become a One Utah Child Care site will be approved to operate in that system. The determination regarding whether a location is selected is based on several factors including the demand for care in a geographic area, proximity to a hospital and the availability of care through other One Utah Child Care sites in the same area. Moreover, One Utah Child Care will re-evaluate participation of children at open One Utah Child Care sites monthly and if families are not selecting sites, One Utah Child Care may close the site or reduce the funding to reflect the number of children enrolled.

Can all child care programs that are closed re-open as a One Utah Child Care Site?

No. There are several factors considered when identifying One Utah Child Care sites. These factors include the proximity to hospitals, police stations and fire states, as well as the number of One Utah Child Care sites already open and serving families of essential employees. In addition, the demand for care at each location will be evaluated monthly. If families are not selecting care at a specific location, One Utah Child Care may close the site or reduce the funding to reflect the number of children enrolled.

How will families receiving care through the One Utah Child Care system be assigned to my program?

Families who qualify for care through the One Utah Child Care system must apply through the One Utah Child Care – Essential Employee Intake form. One Utah Child Care staff will confirm that the family meets the requirements to receive free care and will assign the families to a site that is participating in the One Utah Child Care system. Each program will be informed of the families assigned to its location.

I operate two child care locations. Can we choose one location to operate as a One Utah Child Care site?

Yes. You can apply for one location to operate as a One Utah Child Care site while maintaining your second site to serve your existing families. The site operating through One Utah Child Care must meet all of the program requirements outlined in the [One Utah Child Care Provider Overview](#).

If the program can be reopened under normal operations, will we be expected to continue providing care under the One Utah Child Care system in addition to our existing families?

The length of a child care program's participation in the One Utah Child Care system will be established through the legal arrangement negotiated with the Department of Workforce Services. However, participation in One Utah Child Care will be evaluated each month.

How will the payment for the One Utah Child Care system be issued?

Although payment is not based on the number of children served, providers will be required to report daily attendance records and submit those records with each invoice submitted to the Department of Workforce Services. Workforce Services will issue payment upon receipt of invoice and paid to the entity in the same manner those entities are traditionally paid through Office of Child Care grants. Programs may invoice Workforce Services weekly or at least monthly.

What if my program is not assigned any children or I am providing care to fewer children than my capacity?

One Utah Child Care is paying programs to be open and available to families in anticipation of increased need over the coming weeks. It is possible that your program will not receive children when you first open. You will still receive payment. Within one month of opening, One Utah Child Care will evaluate attendance and participation at your site and if no children have been assigned to your location, One Utah Child Care will re-evaluate the need for your particular site to remain open.

How will the payment for the One Utah Child Care system be different than the subsidy funds our program is continuing to receive?

Payment through One Utah Child Care is a flat amount per group of eight (8) children the program has capacity to serve — unlike subsidy payments, which is paid per child.

Will the One Utah Child Care system payments be taxable?

Any child care payment exceeding \$600 is considered taxable income. Providers are sent a MISC-1099 tax document each January declaring the previous year's income from the state of Utah.

Will One Utah Child Care provide any supplies for the operation of the emergency child care programs like hand sanitizer, masks, soap, cleaning supplies, etc?

At this time, the Department of Health is not requiring the use of Personal Protective Equipment (e.g., masks, gloves, etc). For other materials and supplies needed to operate, the compensation the programs receive should be sufficient to purchase supplies and materials while the program is participating in One Utah Child Care. Programs may also ask parents to bring necessary supplies, if the family has those supplies available.

I currently serve families receiving child care subsidy payments who are still attending my program but I want to become a One Utah Child Care site. Can I do both?

No. Child care programs participating in the One Utah Child Care system may not serve both subsidy families and One Utah Child Care families. One Utah Child Care sites will only serve essential employees assigned to the site by the Office of Child Care. One Utah Child Care programs should contact OCC@utah.gov if they have a parent who is receiving subsidy funds and was referred through the One Utah Child Care system.

Can I continue to provide care to my existing families, including families receiving child care subsidies, if I operate as a One Utah Child Care site?

No.

Will centers that remain open with their existing licenses and not receive Emergency Child Care approval from the Child Care Licensing program be included in the One Utah Child Care system?

No. Centers that remain open will not be included in the One Utah Child Care system. These centers should continue to serve their existing families and other families needing child care services during this time.

As an open child care center, I am in need of additional staff to keep my center operating. Am I able to access the list of caregivers available and currently looking for work?

At this point, the caregivers that are currently laid off by their employer will first be prioritized to meet the needs of programs within the One Utah Child Care system. If you have a staffing need, please contact Care About Childcare for assistance at careaboutchildcare.utah.gov. If you don't have access to the Internet, please call 1-800-670-1552.

I have further questions about the One Utah Child Care system. Who can I contact?

Please email occspecialist@utah.gov using the subject line: One Utah Child Care.